

MAY/JUNE 2008

Army Project Office

DEERS/RAPIDS MONTHLY UPDATE

To: Site Security Managers, Super-Verifying Officials, & Verifying Officials

From: Army Project Officer

This is series of monthly DEERS/RAPIDS updates focusing on matters of interest to Army SSM/SVO/VO's.

These updates are intended to provide up to date information and/or clarification of policy and procedural issues related your DEERS/RAPIDS operations.

CAC Issuance to "Other Federal Affiliates": You may occasionally need to issue a CAC to "*other Federal Affiliates*" who have demonstrated a valid requirement for logical access onto DoD computers and networks in fulfilling their mission with the DoD. A good example of this would be Veterans Administration (VA) civilian employees working in an official capacity with DoD on an Army installation. In these instances, a properly completed and signed DD Form 1172-2 would be used for entering the individual into DEERS, however keep in mind that whoever is sponsoring the employee will need to verify accuracy of the data and sign Section III of the form. Of course you will need to have the sponsor provide your RAPIDS site with a DD Form 577 (signature card) that you would need to keep on file. All other standard identity and background vetting policies apply.

Other examples may include the Department of State (DoS) or Department of Justice (i.e. FBI & DEA) who will typically be verified through the Contractor Verification System (CVS) by a Trusted Agent (TA) within the State Department. Any questions regarding "other Federal Affiliate" eligibility may be directed to Mr. Richard Ford, 703-325-0704, DSN 221-0704, email: richard.ford@us.army.mil

Army Knowledge On-Line (AKO) email Addresses: With the exception of the personnel indicated below, the Army Knowledge On-line" (AKO) email address is the only email address to be used for Soldiers, Department of the Army Civilians, and Army Contractor personnel.

(1) The requirement for the AKO email address does not apply to the other branches of the military, i.e. Air Force, Navy, etc. This includes military, DoD Civilians and contractors assigned to DoD agencies such as Office of the Secretary of Defense (OSD), the Defense Logistics Agency (DLA), Defense Intelligence Agency (DIA) and Army & Air Force Exchange Service (AAFES) employees.

(2) Department of the Army Civilian employees who do not require access to government computers and/or networks will not be required to obtain an AKO email address.

(3) Contractors deploying in support of Operations Iraqi Freedom and Enduring Freedom who will not require access to government computers and/or networks will also not be required to have an AKO email address.

CAC Issuance to Ineligible Recipients: It has come to our attention that in some instances, Red Cross employees as well as other “volunteers” have been erroneously enrolled into the DEERS database and issued a contractor CAC. This practice is contrary to DoD and Army policy and cannot be permitted to continue. Violations to CAC issuance policies are a serious matter and may result in termination of SSM and/or VO privileges.

Awards Program for Distinguished Army ID Card Issuing Facilities: The Army DEERS/RAPIDS Project Office is in the process of developing an award program to recognize ID card facilities that are doing great things to enhance the customer service experience. Although selection criteria and performance metrics are yet to be established, you can anticipate that we will be utilizing the CAC Mobile Assistance Team (CAC MAT) site assessment reports as well as automated reports and production statistics. Other areas of interest may include the following:

- Best business practices for ID card facility management (waiting rooms, KIOSK number systems, customer amenities, etc.)
- Best customer screening practices (ensuring customers have the proper and required documentation, determination of eligibility, etc.)
- Best installation communications practices (publicizing changes to ID card policy, hours of operations, etc. through local media, post/installation newspaper articles, town hall meetings, website advertisement)
- ID card facility assessments (Site Security Manager/Verifying Official policy knowledge and DEERS/RAPIDS operating procedures)
- Customer satisfaction surveys (ICE Reports).

The selected installations, facilities, or activities will receive a Certificate of Appreciation from the Army Human Resources Command, The Adjutant General, and DoD Wide Recognition. Official implementation of this award program is expected to be announced sometime this summer.

RAPIDS Version 7.3: As the fielding for the latest RAPIDS software continues, many ID card issuance facilities may notice the new upgrade of RAPIDS version 7.3.10. It is crucial that SSM(s) and VO(s) become familiar with the RAPIDS 7.3.10 Featured List, particularly the new functionality items (1-21) and the known issues.

Be advised that the platen of the BTO-500 Fingerprint scanner is extremely fragile; it is made from a silicone type product and is easily scratched as well as disfigured if not cleaned properly. The only approved cleaning material for the platen is a soft dry lint-free microfiber cloth. Never use items such as tissue paper, alcohol pads or wipes, these supplies will damage the surface and eventually render it unusable.

Indefinite Identification Cards for Permanent Incapacitated Dependents Over Age 21: With the current fielding of the RAPIDS upgraded version 7.3, Permanently incapacitated dependent children over the age of 21 are now entitled to an indefinite Identification card. However, Sponsor's will still be required to re-verify their dependent's eligibility every 4 years by resubmitting the DD form 137-5 (Dependency Statement Incapacitated Child Over age 21) and the DD form 1172 (Application For Uniformed Services Identification Card DEERS Enrollment) to the Defense Finance and Accounting Service (DFAS), 8899 East 56th Street, attn: PMTEAC/ Dependency , Indianapolis, IN 46249.

Sponsors may also fax the necessary forms to DFAS at: 317-510-1084, or scan documents and email them to: dependencydetermination@dfas.mil

Disabled American Veterans: In order to meet the criteria for eligibility, previous policy guidance stated that a sponsor must have been rated 100 percent disabled from service-connected injury or disease “prior” to death to be entitled for benefits. The new guidance entitled: *Commissary and Exchange Access by Surviving Spouses and Dependents of Honorably Discharged Veterans Posthumously Determined 100 Percent Disabled* went into effect May 7, 2008. This memorandum authorizes access to military commissary and exchange facilities for surviving spouses/dependants of honorably discharged veterans who are posthumously (after death) determined to have possessed service connected disabilities rated as 100 percent (*Policy Reference is attached*).

Students Over the Age of 21 ID Card Expiration Dates: Re-issuance of ID cards to students who are over the age of 21 and enrolled as full time students for the semester immediately prior to a summer break may be eligible for an ID card during summer session as long as they are accepted or enrolled immediately after the break. *Reference AFI 36-3026(I), Chapter 4 (Table 4.4, Summer Break)*

Procedures for determining the expiration date of the reissued ID card are located in *attachment 4, paragraph A4.1. Notes: 4 through 7*. Keep in mind that when there appears to be choices of two or more expiration dates, always chooses the earliest date.

Site Security Manager (SSM) and Verifying Official (VO) Responsibilities: As outlined in Chapter 1 of the RAPIDS User Guide v. 7.2 (page 15); an SSM(s) is responsible for ensuring all Verifying Officials (VO's) are trained and understand the functions, roles and responsibilities in accordance with the RAPIDS Users Guide. When determining eligibility and entitlement decisions, SSM(s) as well as VO(s) should always refer to the Air Force Instruction 36-3026 (I) for guidance rather than rely on memory in deciding the proper course of action when resolving DEERS enrollment and ID card issuance issues. Under no circumstances is anyone to deviate from policy; if at any time guidance is unclear please contact the Army Project Office for assistance.

In an effort to stream line all incoming calls, *customers* should not be referred to the Army Project Office for issues that can be resolved at the level of an ID card issuance facility. When policy clarification is required, it is vital that the SSM(s) and VO(s) clearly communicate the customer's concerns/needs to the Army Project Office, by fax, telephone or email. Prior to contacting the Army Project Office for assistance it is essential you have done your research; be prepared to offer recommendations or solutions rather than receiving a quick solution. In the event that a policy decision has been determined by the Army Project Office, SSM(s) and VO(s) must make a conscious effort not exercise the same guidance for future or similar situations, for the mere fact that each case brought forward is unique and may have a range of circumstances that could result in a different policy response.

I recommend you keep this email and all future monthly information updates as references in conjunction with information published in the Message of The Day (MOTD) on the Verifying Official Information System (VOIS) for DEERS/RAPIDS users. I hope this information is helpful to you.

MR. E.S. JACKSON
Chief, DEER/RAPIDS Project Officer
U.S. Army Human Resources Command
HRC-PDO-IP
200 Stovall Street
Alexandria, Virginia 22332 Comm.: 703-325-0202/DSN: 221-0202
Fax: 703-325-8820/221-8820